

Issued: March 10, 2020

[American Airlines.](#)

Today, we're announcing additional changes to our schedule based on declining demand related to COVID-19 and an extension to our change fee waivers through April to offer customers more flexibility.

We've made efforts to reduce frequency of flying versus canceling routes to disrupt you and your travelers as little as possible. These updates include the extension of some suspended flights to Asia or down-sizing of our aircraft to accommodate lower demand, as well as changes in Italy, Spain, Uruguay and the United States.

In addition, we will readjust some of our domestic network with reduced frequency on some routes and a redeployment of wide-body aircraft on key domestic routes in American's network. American will also introduce new service between Chicago (ORD) and Honolulu (HNL) this summer on a Boeing 787-9. Additional details about these updates are available in our [Newsroom](#).

We will continue to take care of customers as this situation develops. We recently announced that change fees will be waived for customers who purchased tickets prior to March 1 for travel through April 30, 2020. The offer is now available for any of American's fares and customers have until December 31, 2020 to rebook travel for future flights.

The above changes will run in a planned schedule change on March 14th, effective for travel March 15th and beyond.

Impacted customers who booked through a travel agent should reach out to their booking source. For proactive changes, travel agents can utilize the [Schedule Change](#) parameters that are currently in place, or may contact our Sales Support Desk at 1-800-621-8489.

We apologize for the inconvenience this may cause.

Our [Newsroom](#) remains the best place to receive updates on the evolving Coronavirus situation and its potential impacts.

As always, thank you for choosing American Airlines.

This information can also be found on SalesLink by viewing:

[Latest Communication Updates](#)

As always, we appreciate your continued business!

Sincerely,

Agency Relations

American Airlines Global Sales